

# COLLEGE CHARTER

# RHACC

Richmond and Hillcroft  
Adult Community College

## THE COLLEGE MISSION

“To enable adults to unlock their talent and fulfil their potential through learning, skills and enterprise”

## WHAT RACC CAN OFFER YOU:

- a general FE college with an adult mission and focus
- an environment that is safe, respectful, open and welcoming to all learners and members of the public
- a wide range of courses from pre-entry level (basic skills) to level 4/5
- nationally recognised accreditation across the curriculum
- flexibility of learning, with courses offered during daytime, evenings and weekends, full or part-time
- an opportunity to learn new skills, develop existing ones and gain new hobbies, interests and friends. Learners report a wide range of benefits from their courses at RACC, including improved job skills and job prospects, and developing interests, confidence and wellbeing
- a wide programme of events, exhibitions and performances
- we cater for employability, fulfilment and enterprise aspirations

## ADDITIONAL SERVICES:

- college website detailing all courses, facilities, news and events
- advice and guidance on courses and careers
- up-to-date information on concessionary fees, bursaries and Learning Loans
- student intranet for course support
- Learning Resource Centre with ICT and library facilities
- Café catering for light meals and snacks
- Gallery, showcasing and selling items made by students and staff at the College
- daytime crèche
- Learning Support for those who need it

The College emphasises the importance of all learners reaching their potential by achieving success in their learning programmes. Our achievement rate in qualification courses over the last three years averages at 86%, which is above the national figure.

## QUALITY

The College is committed to continuously improving the quality of its service through:

- regular observations of teaching and learning sessions
- regular surveying and analysis of learners' views and needs
- course and assessment procedure reviews
- prompt responses to complaints
- training and support for all staff
- annual self-assessment and quality improvement planning

We aim to achieve 90% satisfaction with our service. In the 2016-17 FE Choices survey, 93% of learners stated that they would recommend us to a friend.

## EQUALITY AND DIVERSITY

RACC welcomes all people regardless of their gender, age, race, sexual orientation, marital status, language, cultural, social or religious background, and physical, sensory or intellectual ability, mental health or HIV status.

The staff of the College and its partners will endeavour to promote equality of opportunity and will always challenge prejudice and inequality. We aim to give assistance to learners with learning disabilities or difficulties, making the appropriate adjustments, to enable access to the College's resources.

All staff of the college and its partners are expected to value and celebrate diversity.

## HEALTH AND SAFETY

Ensuring a healthy and safe working and learning environment is the responsibility of all users of the College.

The College actively promotes the Safe Learner concept. Appropriate Health and Safety training is provided for all staff.

## ADULT SAFEGUARDING & CHILD PROTECTION

RACC believes that it is always unacceptable for a learner to experience abuse of any kind and recognises its responsibility to safeguard the welfare of all learners by commitment to practice that protects them. We promote British values, including the right to freedom of speech and expression.

## WHAT THE COLLEGE EXPECTS FROM YOU

You should:

- show respect for all members of the College community
- take responsibility for your own learning and achieve your full potential
- obtain information about the course before joining to ensure you are on the right course
- ensure that any requests for information about eligibility criteria for public funding of learning are given honestly and accurately
- ask for support if needed and disclose information on disabilities and health so that the college can provide appropriate support
- attend regularly and punctually
- respect all deadlines set by tutors
- complete course evaluations and let us know how you have progressed from your course
- use the appropriate procedures for making complaints or giving feedback
- show regard for the well-being and safety of all College users
- treat the premises and equipment with respect
- conform to the Student Code of Conduct which exists for the safety and wellbeing of the College community

## YOUR VIEWS

We welcome your feedback on any aspect of our service, whether in the form of a complaint, compliment or suggestion. Feedback forms are available at reception or you can email [feedback@racc.ac.uk](mailto:feedback@racc.ac.uk) You can expect any complaint to be:

- treated seriously
- formally recorded and monitored on our feedback database
- thoroughly investigated by the relevant College section
- responded to promptly by the relevant College person

## WHAT YOU CAN EXPECT FROM THE COLLEGE:

- a welcoming, clean and safe learning environment
- helpful, supportive staff who treat everyone with dignity and respect
- clear, accurate information on all our courses
- access to Information, Advice and Guidance on courses, progression routes and future career choices
- an induction programme and Learner Handbook with information on the College and the requirements of the course
- high standards of teaching and assessment
- appropriately qualified staff whose work is regularly reviewed and supported
- classes that start on time and prior notice given of any changes to the timetable
- an Individual Learning Plan if appropriate
- prompt return of assessed work with relevant feedback
- consistent support to help you gain your qualification
- fair and impartial assessment
- additional help if you have a disability or require learning support
- good quality learning resources to support your studies

You can obtain copies of all College policies and procedures, documents and reports in the College Learning Resource Centre and Moodle.

Information on the membership, constitution and proceedings of the Governing Body can be obtained on request from the Clerk to the Corporation or is available on the College website

The College is fully compliant with the requirements of the Freedom of Information Act and our publication scheme can be found on the College website.

We are constantly reviewing the College Charter and would welcome any comments you may have on this document. Please fill in a Customer Feedback Card.

